



How It Will Work

Because the Community-based Coordinated Services System is still in development, there are no case studies to share. While hypothetical, “Roger” is a very real example of the type of client who will benefit from this new system.

What is Roger’s situation?

- He is 84.
- His wife died last year and he suffered a stroke shortly thereafter.
- He is living alone in the home he shared with his wife for 45 years – and he doesn’t want to move.
- His only child, a daughter, lives hundreds of miles away.
- While he is reluctant to seek assistance, she convinces him that a geriatric assessment would be helpful to figure out what services might make it possible for him to remain in his home.

Under the existing system, what happens next?

- The Geriatric Care Manager interviews Roger and finds that he is on several medications, is unable to drive, requires physical therapy twice a week, is incontinent and has some short-term memory loss.
- Information collected during the interview and needs assessment is captured on paper.
- Based on her evaluation, the care manager decides what services Roger would benefit from – in this case, transportation, daycare, non-medical in-home assistance and home-delivered meals.
- The care manager looks in her personal notebook to find the numbers for an adult daycare in Roger’s neighborhood that accepts clients with memory loss and incontinence.
- She places calls to each of her adult daycare contacts until she finds one that has space available and will meet Roger’s needs.
- She writes a referral for the daycare and hands it to Roger and his daughter.
- Roger and his daughter meet with the case manager at the daycare.
- At the appointment, the case manager starts from the beginning with Roger and his daughter, with a new intake and interview process covering the same issues and information.

How the process will work with the Community-based Coordinated Services System:

- When Roger and his daughter first meet with the geriatric care manager, all of the interview information is entered into a HIPAA-compliant, shared client database.
- Roger’s answers interface with the SeniorNavigator service provider database to find the best matches for his needs.
- It is not necessary to check on availability, special needs, waiting lists or eligibility because the search process only returns matches according to Roger’s needs.
- With the match in hand, the geriatric care manager, with Roger’s consent, can make an e-referral to the daycare in his area.
- When Roger arrives at the daycare, the care manager there is expecting him and has accessed his information. Roger and his daughter are relieved that they don’t have to start from the beginning, telling their story all over again.
- If the daycare care manager needs additional information about Roger, it is added into Roger’s e-folder within the HIPAA-compliant shared client database.
- Roger’s geriatric care manager can easily check on how things are going for him.

Every time Roger seeks additional services, the streamlined process ensures that the process will be fast and efficient and that Roger will quickly get the services he needs.